



**We Make Lives Better
Through Connections.**

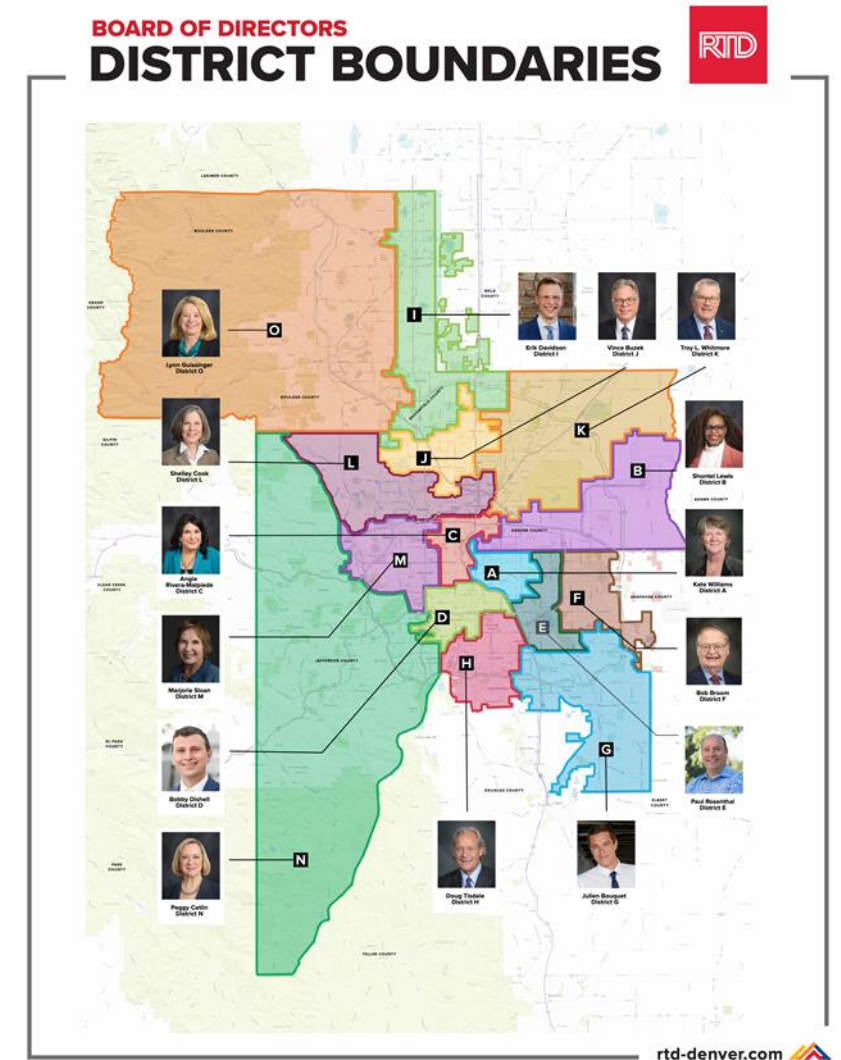
Transportation Legislation Review Committee

Tuesday, September 20, 2022



Agency Overview

- Created in 1969 by Colorado General Assembly
- Eight-county service area; 2,342 square miles
- 1 percent sales and use tax
 - 0.6% Base System Operations
 - 0.4% FasTracks
- Primary modes
 - 126 Bus Routes
 - 8 light rail lines
 - 4 commuter rail lines
 - Paratransit
 - Micro Transit



Topics



Strategic Plan



People Power



Welcoming Transit
Environment



Zero Fare for Better
Air Initiative



Reimagine RTD
System Optimization
Plan



Systemwide Fare
Study and Equity
Analysis

Strategic Plan

September 13, 2022



Strategic Priorities

MISSION AND VISION

We make lives better through connections.

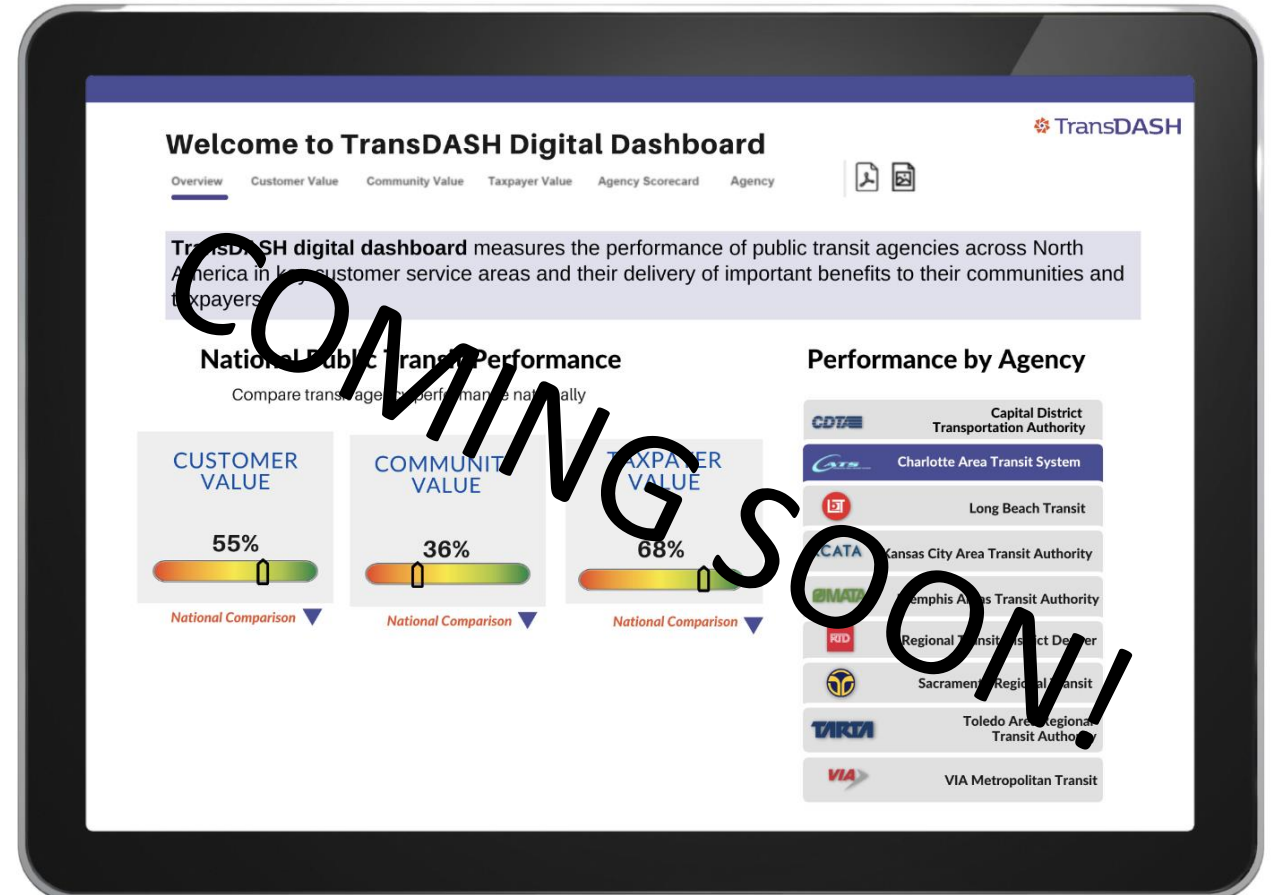
To be the trusted leader in mobility, delivering excellence and value to our customers and community.

STRATEGIC PRIORITIES AND OUTCOMES

STRATEGIC PRIORITY	SUCCESS OUTCOME
 Community Value RTD strives to be a strong community partner, providing value to our customers as well as to the broader Denver Metro region.	Establish baseline for Community Value Index and increase by 5%
 Customer Excellence RTD strives to consistently deliver high-quality customer service.	Establish baseline for Customer Net Promoter Score and increase by 5%
 Employee Ownership RTD seeks to attract and retain a highly skilled and engaged workforce.	Establish baseline for Employee Net Promoter Score and increase by 5%
 Financial Success RTD takes very seriously the management of all financial resources.	50% of outcome is that RTD spends less money than it receives; and 50% of outcome is that the community believes that it sees value in RTD's spending

Measuring Value Over Volume

- **Data dashboard** evaluating outcomes
- **Clarity of Success** – clearly outlines what matters
- **Direct** tie to the agency's Strategic Plan outcomes
- **Quantifiable Methodology** – establishes objective indicators of success around value



People Power

September 13, 2022

People Power Problem

- Full-time Vacancies (as of August 2022)
 - Bus Operators: 170 (20%)
 - Light Rail Operators: 33 (17%)
- Workforce availability further impacted by protected COVID-related absenteeism
- Contracted security recruitment challenges
 - Commuter rail second crewperson



Collective Bargaining Agreement (CBA)

- CBA approved March 2022
- Amalgamated Transit Union (ATU) Local 1001
 - One union representing:
 - ▶ Two-thirds of workforce
 - ▶ 64 job classifications
- ATU traditionally represents:
 - Operators
 - Mechanics



Welcoming Transit Environment

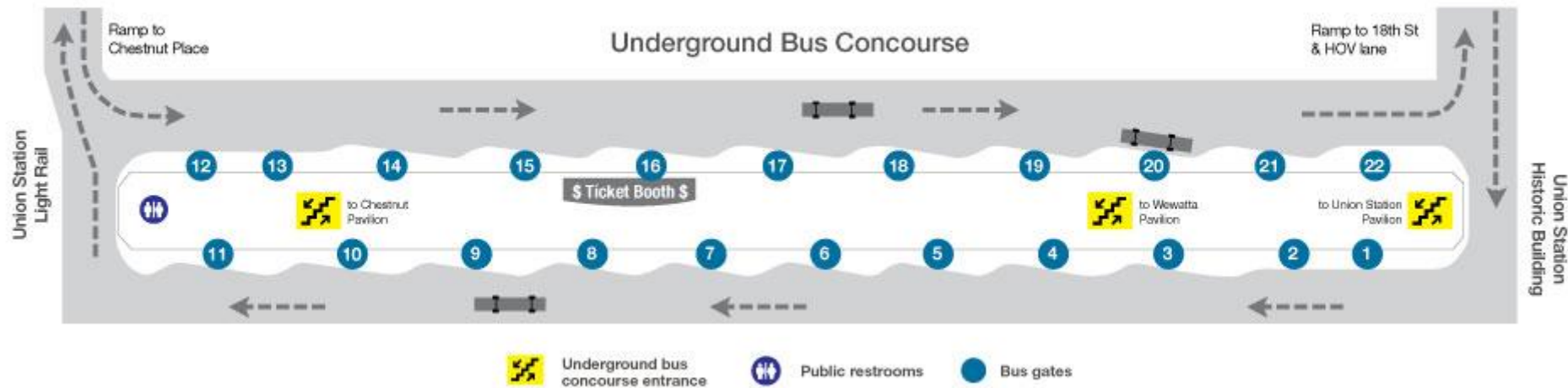
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Steering Committee – Broad Partnership Coalition

- Formed through discussions with City and County Denver
- Comprised of numerous agencies and partners:
 - RTD
 - Mayor Hancock's Administration
 - Denver Police Department
 - Denver Sheriff Department
 - Department of Housing Stability
 - Amalgamated Transit Union Local 1001
 - Department of Public Safety
 - Department of Public Health and Environment
 - City Attorney's Office
 - Community and Behavioral Health
- **RTD Board committed to replicating collaboration model throughout metro area**

Environmental Enhancements – Paid Fare Areas

- Turnstiles/exit gates to be added
- Fare media changes necessary in addition to physical/structural enhancements
- Supply chain/people power problems could cause delays



Jurisdictional Collaboration

- Intergovernmental agreements – municipal police forces
 - Denver Police
 - Aurora Police
 - Thornton
 - Lakewood

Complementary Solutions

- Transit Impact Teams – specific focus areas
 - Bus
 - Rail
 - Mental Health and Homeless Outreach
 - Community Outreach
- Social/public health interventions
- RTD Transit Watch App – available through Apple and Android app stores



ZERO FARE *for* Better Air

August 2022



September 13, 2022

RTD

Zero Fare for Better Air Initiative – August 2022

- Zero-fare transit services throughout August 2022
- Program highlights both transit benefits and environmental benefits
- No additional service/increased frequency operations during initiative



Zero Fare Evaluation/Initial Impressions

Final Report to Colorado Energy Office

- Due December 1, 2022
- Will include:
 - Final ridership numbers for August 2022 as compared to July/September 2022
 - Security incident statistics
 - Lessons learned for future zero-fare programs
 - Employee/customer experience evaluation

Initial Impressions

- Law enforcement incident rate similar to prior months and years
- Overcrowding/capacity issues due to people power problems

Reimagine RTD System Optimization Plan (SOP)

September 13, 2022

SOP Optimizes RTD's Transit Network

- Service levels aligned with people power
- Service priorities clarified
 - Social equity populations' high-quality service access prioritized
 - Increased focus on high-quality, regional, backbone network
 - Overall transit network integrity maintained
- Improving cost efficiency
 - State of good repair prioritized



Systemwide Fare Study and Equity Analysis

September 13, 2022

Fare Study Goals



■ Equity

- Supports transit reliant/financially burdened customers
- Provides equitable and fair access to fares, products and discounts regardless of race, color, national origin, income status, or other marginalized communities



■ Affordability

Aligned with the value of the service received



■ Simplicity

Easy to understand, with standardized discounts and streamlined fare payment options

Scope Summary – Technical Milestones



- Establish goals



- Review fare structure/Title VI program



- Review other transit agency fare structures

- Benchmarking
- Case studies
- COVID-19 recovery strategies



- Identify fare alternatives



- Develop evaluation methodology



- Evaluate alternatives/conduct preliminary Title VI analysis



- Provide recommendation



- Prepare final report/Title VI analysis

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